



MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

24th April 2013
Datchet Health Centre
Chair: Bill Joy

Present

Martin Chan (Partner), Pam Curry, Rowena Hoad, Suresh Gogna, Anita Kapur, Vivien Walton, Jayne Crampton (minutes secretary).

1. Apologies for absence

Karen Holmes, Mark Smithers, Sandeep Sharma and Anthea Christie.

Anthea has also resigned from the Group. Bill was asked to send her a letter thanking her for her contributions to our work.

2. Minutes of last meeting, held on 20th March 2013

a) Accuracy. It was agreed the minutes were an accurate record.

b) Actions and matters arising.

Call routing system – (Sandeep and Karen) nothing to report.

Martin asked if anyone had had problems this week with the new telephone system. Several had, including Jayne who said for 20 mins her call at 8.33am to the surgery kept failing. Martin said the staff had noticed this and will approach the telephone service provider next week.

Action Plan – (Karen) The Action Plan has been uploaded to the DHC website under Latest News.

Staff Location Board –(Karen) Nothing to report.

PPG Procedures – (All) Bill had not received any comments from those not connected with drafting the working group's proposals.

3. PPG Network meeting 10th April 2013.

Bill had no feedback from Sandeep to report. He asked Martin if the CCG, run by GPs, commissioned work from GP practices in the same way as the PCT did. Martin confirmed this was so.

Several members said they wished to see the PPG Network minutes.

Action: Bill to send a copy of the last and all future Network meeting minutes to all members.

4. Action Plan – Progress Report

Martin confirmed that the Action Plan is under active discussion by the partners.

5. June Newsletter

Bill asked for suggested topics and, preferably, volunteered articles. Martin offered to write a piece on measles and the MMR vaccine. He said take-up in parts of the practice area is poor. He agreed that mentioning all the GPs' young children had received the MMR jab could boost community confidence in the vaccine.

Rowena suggested an article on the effectiveness of the upgrade to the telephone system. Jayne suggested the new GPs should introduce themselves in the newsletter.

Pam requested that a piece on DNAs be included.

Actions: Martin to write an article on measles and the MMR vaccine, and to discuss with Karen an item about the new telephone upgrade.

Bill said he would include an item about membership and meeting times.

All members to email Bill with more ideas.

6. Any Other Business.

Bill complimented Karen on the recently issued news flyer.

Bill asked Martin if some of the appointments available to reception are not put online. Martin said there should be no difference but Bill will check with Karen. Pam asked to be reminded which members of DHC staff had been appointed to serve on the CCG. They are Mick Watts (Partner), Karen Holmes (Practice Manager) and Jackie Gumme (Sister).

Pam had a cutting from the Windsor Express, dated 19th April 2013, which read "Changes to the NHS will be discussed by the Royal Borough on Tuesday. Cllr David Coppinger, member for adult services and health, will be asked: "Will the council find out and make public the reason why three of the five GP practices in the Ascot area, whose patients mostly live in the borough, chose to join a clinical commissioning group (CCG) whose patients mostly live in Bracknell?" Martin was asked if he had anything to add. He said Bracknell has

been very forward thinking and had set up community services so these GPs could have joined Bracknell CCG for this reason. Pam asked Martin why some patients who go to Wexham A&E then get sent on to High Wycombe A&E. Martin said that it could be for clinical reasons as hospitals have different specialities so it would normally be in the patients' best interests. If they are not moved for the expertise available it could be because of cross-hospital cover. For example if you have had a stroke and you are deemed a high risk patient (need to be seen within 24 hours) you will be sent to High Wycombe where they have specialist expertise.

Bill introduced a discussion about membership. Mark has offered to resign because of his work commitments, which are increasing therefore making it impossible to attend many of our meetings. Bill asked the group how it would feel about offering him a "virtual" membership because he is a valued member with professional expertise. This idea met with general approval. Alternatively, we could consider meeting in the evening. Bill said that he, personally, would be prepared to change our day time meetings to evenings, i.e. 7-9pm, or alternate between daytime and evenings as is done for PPG Network meetings. Martin commented that Karen did not prefer evening meetings and, personally, he would find it difficult as his days are so long anyway, often running beyond 7pm. Bill said that Karen had told him that although evening meetings would be very inconvenient, she felt her needs should be secondary to PPG development. Pam, Jayne and Bill said they could be flexible for the evening meeting if need be. Suresh cannot do Wednesday evenings, Rowena cannot do Tuesday or Wednesday evenings, Martin will not be able to commit to evening meetings and Anita and Vivien are not certain. Pam suggested PPG membership should be mentioned during the next Health Education Evening. Bill suggested recruiting Focus Groups, and inviting patients to come to our meetings. Suresh and Anita commented that this is a good idea and definitely worth trying if it might attract more members.

Action – Vivien and Anita to give their evening meeting preferences to Jayne.

Pam requested more information about PPG Network Meetings. Bill apologised for not circulating the minutes from these meetings. He reminded the group that NAPP is still asking members for ideas for their conference. He asked if any member was interested in going to the NAPP Conference. Jayne & Pam showed interest but could not afford the time (this year) or the cost .

Health Education Evening. Karen has suggested "Understanding Blood Pressure" as the topic. Her ideas included having nurses available to check people's blood pressure at the event. Martin said he was not aware of this but thought it a great idea as there is plenty to talk about on this subject. Pam asked if a talk on 'Statins' could be included. Martin said it could easily be linked in; he undertook to find a consultant to come and speak, probably someone from Cardiology rather than a Lipid specialist.

Action: Bill to confirm with Karen, including availability of Datchet Village Hall. Martin to find and invite a Cardiologist and invite Mick Watts to speak.

Traffic congestion in Green Lane.

Action: Bill agreed to raise the safety and congestion problem in Green Lane again in the June Newsletter.

PPG Procedures, proposed changes to Terms of Reference.

Bill said there seemed to be a general reluctance to discuss this important subject. Vivien and Rowena thought too many members were absent to make discussion worthwhile. Pam added that Sandeep, who had led the working group should be present in any meaningful discussion. Suresh thought that three months was far too long to give notice of resignation; others generally agreed. It was decided to make this the main topic of the next meeting. It was also agreed that Mark should be invited to express his opinions by email before the meeting if he cannot attend.

Action: Jayne to post proposed PPG Terms of Reference to Vivien.

7. Date of Next Meeting(s) – 1.30pm Wednesday 12th June 2013, 31st July ?

Jayne Crampton, Minutes Secretary – 30th April 2013